

**COMMUNICATION WORKERS UNION OF KENYA**  
**AFFILIATED TO: CENTRAL ORGANISATION OF TRADE UNIONS (KENYA)**  
**UNION NETWORK INTERNATIONAL GENEVA**

*All correspondence should be addressed to the General Secretary*

Telephone : 254-20-2219345/6  
Fax : 020-2219347  
National Chairman: Emmanuel K. Kanda  
General Secretary : Benson O. Okwaro  
General Treasurer : Joseph Rwanjau



Hermes House  
Tom Mboya Street  
P.O. Box 48155 - 00100  
Nairobi  
e-mail: [info@cowukenya.or.ke](mailto:info@cowukenya.or.ke)

**Our Ref: COWU-ISON-10-017-2015**

**Date: 2<sup>nd</sup> October, 2015**

All Union members  
ISON BPO Ltd  
**NAIROBI**

Dear Brothers / Sisters,

**RE: COLLECTIVE BARGAINING AGREEMENT**

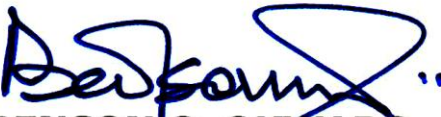
This is to inform all of you that after more than six (6) meetings, we have not been able to agree with the Management of Ison on the conclusion of the CBA between us contrary to what a section of the Management team has been telling you.

The outstanding issues are:

1. Salaries
2. House Allowance
3. Night duty allowance
4. Leave travelling allowance

We confirm that we have disagreed on the above items and that we shall be meeting on 6<sup>th</sup> October 2015 in the FKE's offices to register a disagreement and move to the next level. We will keep you informed from time to time on progress made.

Yours faithfully,

  
**BENSON O. OKWARO**  
**GENERAL SECRETARY**

BOO/zsb

Vice National Chairman – Wellington Omenda  
Asst. Gen. Secretary - Gilbert Rop

Deputy Gen. Secretary - Ismael Noo  
Asst. National Treasurer - Johnson Okoto

**OUR MOTTO: BREAD, PEACE AND PROSPERITY**